

SKILLS

LANGUAGES: Python, SQL, HTML/CSS

MACHINE LEARNING: Generalized Linear Models, Random Forest, Gradient Boosting, Natural Language Processing, Neural Networks

VIZUALIZATION: Tableau, Matplotlib/Seaborn

BIG DATA: Spark, AWS

LIBRARIES: Pandas, Numpy, SciKitLearn, Tensorflow, Keras

DATABASES: MySQL, Postgres

EXPERIENCE

Metis

Data Scientist · June 2020 to Sept. 2020

Completed Metis's 12-week accredited data science program focused on Python programming, machine learning, statistical modeling, data visualization, data engineering, and communication. Designed, implemented, and presented the following projects:

Recommending Twitch Channels Using Collaborative Filtering

- Built a data pipeline using multi-threading with rate limiting to obtain data from the Twitch public API.
- Utilized collaborative filtering to build a recommender for new channels to follow.

Predicting Defaults of SBA Loans

- Compared performances of multiple classification models (Random Forest, Logistic Regression, KNN, Naive Bayes, and XGBoost) to predict whether a small business loan would default.
- Stored data in a Postgres database hosted on AWS.

Topic Modeling the Tim Ferriss Show

- Scraped podcast transcripts using Beautiful Soup for over 300 podcast episodes.
- Cleaned and prepared text to apply various NLP techniques for topic modeling.
- Modeled topics using Latent Dirichlet Allocation (LDA) to categorize episodes and build a content based recommender using cosine similarity.

Money(golf)ball - Predicting PGA Tour Player Earnings

- Scraped golfer stats from the PGA tour website using Beautiful Soup and Selenium.
- Modeled Player's data using Linear Regression utilizing feature engineering, polynomial transformations, and LASSO regularization.

Greenback Expat Tax Services

Operations Manager · Jan. 2018 to May 2020

- Managed a team of 30+ contracted CPAs and financial professionals to provide Greenback's core service to customers.
- Lead a team of six full time employees who execute on day-to-day operations including customer service and support, sales, and development of Greenback's systems and applications.
- Implemented a system of training documentation combined with SOPs for our growing team of professionals. This decreased our time to onboard new CPAs by over 75%, while also decreasing our inbound queries by 40%, which allowed us to scale our hiring.
- Built a classification model to predict customer drop-off. Using this model alongside marketing re-engagement campaigns, decreased customer drop-off by over 25%.
- Improved contractor team culture by designing and executing programs such as rewards and recognition, knowledge sharing opportunities, and performance dashboards. This drove a 50% increase in revenue year over year, which landed Greenback on the Inc. 5000 list of fastest growing private companies. This also drove an improvement in our customer net promoter score to 90.

Self-Employed

Marketing and Operations Consultant · May 2016 to Dec. 2017

- Designed and implemented SOP processes for small online businesses to leverage operational efficiency with lean, remote teams.
- Consulted on sales/marketing funnel design for small to medium sized online businesses.

Accruent

Implementation Project Manager · May 2013 to May 2016

- Successfully executed a \$4MM SaaS implementation project from inception to production release and Go-Live, delivering three weeks ahead of schedule and \$70,000 under budget.
- Provided ongoing training and mentorship to new associate and mid-level project managers on project management methodology, standards, and company process.

EDUCATION

The University of Texas at Austin
BS Economics, Minor in Business 2012